

The Old School Surgery Practice NEWSLETTER

www.theoldschoolsurgery.com

Issue 5, November 2017



Topics covered in the May 2017 issue:-

Patient Services

- Greencroft Annexe
- Staff Changes
- ANTIBIOTICS
- Over the counter medicines
- What happens when you are referred by your GP to see a specialist
- Medical Students

Patient Feedback

- Patient Survey 17/18
- Friends & Family
- Practice Newsletter

Patient Participation Group

- PPG New Members
- Car Park

Practice Hours

- Christmas



Patient Services

Greencroft Annexe

Improvements planned for patients at The Old School Surgery

As patients registered at The Old School Surgery in Stoney Stanton you will know that we provide services from our main building on Hinckley Road as well as a building that we refer to as Greencroft Annexe which is located on Carey Hill Road.

The team at The Old School Surgery have been reviewing the annexe building and whilst it has served our patients and staff well for a number of years we feel that we need to make some improvements so that we can enhance the quality of care we provide to our patients.

Unfortunately the annexe building is no longer fit for purpose. Access is very difficult via a path which is steep and can be slippery and unsafe for our vulnerable patients and pregnant ladies. It is also very isolated and has limited public lighting. The building itself is suffering from damp and is in need of major repairs.

The services that have been run from Greencroft Annexe include physiotherapy, counselling, health visitors, midwives and phlebotomy and INRs (a measurement of blood coagulation).

From the 1st February 2018 patients will see some changes and improvements to the environment in which they receive their care.

The phlebotomy/INR service will be run from our main surgery on Hinckley Road. Our Midwifery service will also be based in the main surgery enabling us to increase the number of appointments we provide. It will also mean that the easy access to our doctors will be really beneficial to our mums.

Physiotherapy services are already provided by Leicestershire Partnership Trust in Hinckley and they remain committed to still providing this service locally.

The Health Visiting Service will also still be provided locally using the Living Rock Church as well as making home visits.

Greencroft Annexe - continued

The counselling service called 'Lets' Talk Wellbeing' are centralising their service, but referrals from our GPs, if appropriate, will still be made and self-referrals are also possible by calling 0115 876 0157 or visiting <https://www.nottinghamshirehealthcare.nhs.uk/leicestershire-county-and-rutland-service->

The team at The Old School Surgery are really excited about these improvements. We will be making the best use of our available space and providing services in a much improved setting which is safe, has much better parking facilities and has a doctor on site at all times.

Your feedback on the improvements

It is important to the team at The Old School Surgery to understand the impact of these changes and improvements on our patients. If you want to share your insight with us please visit our website and complete our short online form www.theoldschoolsurgery.com

Staff Changes

Rani Athwal joined the surgery in April 2017 as a Receptionist, Rani has enjoyed her time working at The Old School Surgery, unfortunately for us Rani has now been successful in getting another Receptionist post in another surgery which is nearer to home and more convenient hours. The practice wishes Rani well in her new post.

Hilary Farmer will replace Rani as a Receptionist and will start on Monday 11th December 2017, everyone at The Old School Surgery is looking forward to working with Hilary and welcoming her as part of the Team.

Antibiotics

Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

REMEMBER if you're feeling unwell ANTIBIOTICS aren't always needed.

How to look after yourself and your family: If you or a family member are feeling unwell, have a cold or flu and you haven't been prescribed antibiotics, here are some effective self-care ways to help you feel better:-

- **Ask your pharmacist to recommend medicines to help with symptoms or pain.**
- Get plenty of rest
- Make sure you or your child drinks enough to avoid feeling thirsty
- Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use paracetamol if you or your child are uncomfortable as a result of fever
- Make sure to use a tissue for your nose and wash your hands frequently to avoid spreading your infection to family and friends.

Antibiotics - continued

How long should my symptoms last for?

Here are a few guidelines to help you judge how long some common illnesses and symptoms should last for:-

Common Illnesses	Most people are better by
Earache (middle ear infection)	8 days
Sore throat	7 – 8 days
Sinusitis (adults only)	14 – 21 days
Cold	14 days
Cough or bronchitis	21 days

If you're not starting to improve by these guide times, contact your GP or call NHS 111.

These symptoms are possible signs of serious illness and should be assessed urgently:-

1. If your skin is very cold or has a strange colour, or you develop an unusual rash.
2. If you feel confused or have slurred speech or are very drowsy.
3. If you have difficulty breathing. Signs can include; breathing quickly, turning blue around the lips and the skin below the mouth, skin between or above the ribs getting sucked or pulled in with every breath.
4. If you develop a severe headache and are sick.
5. If you develop chest pain.
6. If you have difficulty swallowing or are drooling.
7. If you cough up blood.
8. If you are feeling a lot worse.

If you or your child has any of these symptoms, and getting worse or are sicker than you would expect (even if your/their temperature falls), trust your instincts and seek medical advice urgently from NHS 111 or your GP. If a child under the age of 5 has any of symptoms 1-3 go to A&E immediately or call 999.

When ANTIBIOTICS are needed

Antibiotics are needed for serious bacterial infections including:-

- Sepsis
- Pneumonia
- Urinary tract infections
- Sexually transmitted infections like gonorrhoea
- Meningococcal meningitis

If you're worried, speak to a doctor who will be able to advise you on the best treatment for your symptoms.

Remember never share antibiotics or keep for later use. For more information on antibiotics visit www.nhs.uk/keepantibioticsworking

Become an Antibiotic Guardian and protect yourself, your family and friends against the spread of antibiotic resistance. Join at:- <http://antibioticguardian.com/>

Over the Counter Medicines

After talking to patients about over the counter medicines for minor conditions and understanding their experiences, the local Clinical Commissioning Group is asking GPs to no longer prescribe medicines on prescription for the short term treatment of minor ailments, low dose vitamin D supplements for prevention of deficiency and some specialised infant formulas. Patients will be asked to purchase them over the counter instead at the local pharmacy.

Community Pharmacists are best placed to help and advise people about suitable treatment for minor conditions. They are a great source of information, advice and guidance and you can buy your medicines cheaply and easily for minor conditions. The pharmacist will check the medicine is appropriate for you and your health problem. They will ask questions to ensure there is no reason why you should not use the medicine.

However if you are worried or your symptoms get worse or persist you can still make an appointment to see your GP.

By visiting your pharmacy you will help to free up valuable GP and nurse time, which can be used to deal with more complex or serious health needs.

Visit:- www.nhs.uk/conditions/Medicinesinfo/Pages/Introduction.aspx to find out more

What happens when you are referred by your GP to see a Specialist?

Why have I been referred?

Your doctor will discuss with you and, if appropriate, your carer, about why a referral is being recommended. It is usually because your doctor wants a specialist's help in deciding on the best way to treat your condition. This might involve referring you for tests or investigations that cannot be carried out in a GP Surgery. Your doctor will also discuss with you what choices there are for where you can be referred.

How will I hear about where and when the appointment is?

GP practice and hospitals use different ways of arranging appointments:-

- Your doctor may give you a reference number and a password you can use to book, change or cancel your appointment online or by phone.
- You may receive a letter from the hospital confirming your appointment. You need to reply as soon as possible and tell the hospital if you can attend on the date offered.
- Alternatively, sometimes patients receive a letter asking them to phone the hospital to make an appointment with a specialist.

What happens if I need a test or procedure?

Normally, if the specialist thinks you need any test, investigation or surgical procedure, the specialist is responsible for:

- arranging the test, investigation or procedure, explaining how and when you will receive a date and what to do if the date is not suitable for you; and

What happens when you are referred by your GP to see a Specialist? - continued

- giving you the results and explaining what they mean (this may be done in a separate appointment with the specialist or by letter)

What happens if I need new medicines?

The specialist might suggest prescribing new medicines for you or might want to make changes to the medicines that you are already taking.

The specialist is responsible for:

- giving you the first prescription for any new medicines that you need to start taking straightaway; and
- giving you enough medicine to last at least the first seven days, unless you need to take the medicine for a shorter time. After this, you will need to contact the surgery if another prescription is required.

It is important that you understand whether you need to start any new medicines, or whether the specialist has changed the medicines you already take, so ask the specialist if you are not sure. In some cases, your doctor will not be able to prescribe certain medicines and you will need to continue to receive these from the hospital. You will be told about this at your appointment.

What if I need a Fit Note (previously known as a Sick Note)?

If you need to be certified as unfit for work following treatment by a specialist:

- The specialist should issue you with a Fit Note.
- The Fit Note should cover the period they expect you to be unfit to work, or until your next contact with the specialist.

You should not need to see your doctor to get a Fit Note following hospital treatment, unless your inability to work is unexpectedly prolonged.

What if I need a follow up appointment?

The specialist will discuss with you whether you should attend hospital for ongoing follow-up care or whether you should be discharged back to your GP. If the specialist thinks you do need to be seen again, the hospital will give you another appointment or tell you when to expect this. If you do not hear anything please contact the specialist's office, rather than your GP surgery.

What do I do if I have any questions?

- If you have any specific questions related to your hospital care, your specialist will be able to help you with this, so it is important that you make sure you know how you can contact your specialist's office.
- If you have any general questions related to your health, your GP surgery will be able to help you.

Patient Services

Medical Students

The Old School Surgery is delighted to inform you that the practice will be having medical students on a 7 week period per medical student starting from the 10th January.

When you are booking an appointment to see a doctor the Receptionist will inform you if there will be a medical student present on that day. Should you wish to see the doctor without the medical student present you will need to inform the Receptionist and they will find you another appropriate appointment.

Patient Feedback

Patient Survey 2017/18

We would like your views, if you would like to complete a survey to help us provide the best service that we can, please ask for a survey at Reception.

Friends & Family

88% of patients said they would recommend the practice to friends and family if they needed similar care or treatment.

FEEDBACK

- Q)** The current telephone system is like something from the 1980s
A) The practice has been reviewing various different telephone systems as we are well aware the current system is not fit for purpose. We can now inform you that the telephone system will be upgraded in the New Year to make access to the surgery much easier for patients.

Practice Newsletter

How do you like the practice newsletter? Do you find the newsletter useful/informative? We would like your views. If you would like to provide us with ideas of what you would like to see in the newsletter in the future please drop us your comments in the comments/suggestion box in the surgery. Many thanks.

Patient Participation Group

PATIENT PARTICIPATION GROUP – New Members

The Old School Surgery has a Patient Participation Group which meets bi-monthly. The aim of the Group is:-

- to give practice staff and patients the opportunity to discuss topics of mutual interest in the Practice
- to provide the means for patients to make positive suggestions about the practice and their own healthcare
- to act as a representative group that can be called upon to influence the local provision of Health and Social Care

Patient Participation Group

PATIENT PARTICIPATION GROUP – Continued

- to compile, distribute and respond to the patient satisfaction survey

The PPG are keen to make sure that the group is fully representative of patients from The Old School Surgery and therefore invite anyone with an interest to enquire about joining.

If you are interested please contact the surgery, there is no obligation whatsoever.

Thank you in advance for your help.

PRIVATE CAR PARK

The Old School Surgery is still experiencing problems with parents parking in the car park when they are either dropping off their children or picking them up from school.

Due to the number of parents that are parking on the surgery car park it is preventing patients and staff being able to park, especially in the afternoon. Emergency services have also been experiencing problems with parking.

The PPG are in contact with the school to ensure parents understand the car park is only to be used if attending the surgery for an appointment.

Use of the car park is not permitted for school, we ask all parents to refrain from using the surgery car park and to use the Playing Fields car park instead which only takes 2 minutes to walk from Carey Hill Road



Practice Hours

Christmas opening/closing hours

The surgery will be closed on Monday 25th December, Tuesday 26th December and Monday 1st January, please can we ask you to ensure you order your medication in plenty of time for the festive period. Many thanks.



Merry Christmas
&
Happy New Year